

## **14 FAH-5 H-860 REPORTING AN UNINSURED LOST OR RIFLED DPO MAIL ITEM**

*(CT:DPO-1; 11-14-2013)  
(Office of Origin: A/LM)*

### **14 FAH-5 H-861 FILING A REPORT**

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- a. In the event mail arrives with the appearance it has been rifled, or doesn't arrive at all, customers are encouraged to file a report via the U.S. Postal inspector portal.
- b. Additionally, there are protocols for reporting postal offenses which are available in Automated Military Postal System (AMPS). United States Postal Inspector Service (USPIS) agents have access to all AMPS feeds. The data submitted by customers and Postal Officers is aggregated and used to develop trend analysis.
- c. In all cases, contacting the post Postal Officer and Regional Security Officer (RSO) is the first step. It is a post decision on how to track these locally, but if you want USPS Postal Inspectors to become involved reports must be submitted in the United States Postal Service (USPS) standardized format to U.S. Postal Inspector.
- d. Finally, the Office of Diplomatic Pouch and Mail (DPM) strongly urges that all mail be insured, however, if e-commerce vendors are used and choose not to insure shipments we recommend customers use a credit card that allows claims for purchases that do not arrive and require some kind of documentation as proof of loss.
- e. DPM also has SOPs on our A/LM/PMP/DPM webpage and can provide a URL link from which you can download or we can email them (DPO-Answerperson@state.gov).

### **14 FAH-5 H-862 THROUGH H-869 UNASSIGNED**